



**Kentucky Enterprise
Learning Management System**

**COMMONWEALTH OF KENTUCKY
KELMS GOVERNANCE**

<https://gsc.personnel.ky.gov/Pages/TrainingKELMS.aspx>

Document History

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I. Background

Historically, multiple agencies throughout the Commonwealth have used third-party software (Pathlore LMS) or internally-created applications to track employee training. The goal of the Kentucky Enterprise Learning Management System (KELMS) is to establish an enterprise-wide system to administer, track, and report on employee training and development for the Commonwealth. KELMS will serve to centralize the learning process across the Commonwealth making the management of training information more effective and efficient as well as minimizing inter/intra agency duplication of effort.

II. Purpose

The purpose of this document is to outline standards, guidelines, procedures, and best practices regarding the way KELMS is to be used and maintained within the cabinets, departments, and agencies throughout the Commonwealth of Kentucky.

The intended target audiences are training coordinators, instructors, managers, the KELMS Governance Committee (KGC), executive sponsors, and the Governmental Services Center (GSC). All target audiences should familiarize themselves with this document.

Terms included in this document are defined and clarified in the KELMS glossary, located on the KELMS/GSC website at <https://gsc.personnel.ky.gov/Pages/TrainingKELMS.aspx>

III. Governance Guidelines

A. Vision

KELMS aspires to be a premier, enterprise-wide learning management system that enables the creation, management, and sharing of agency and Commonwealth training resources.

B. Guiding Principles

The following Guiding Principles provide enterprise and organizational perspectives that should influence KELMS decisions, including governance as well as operations/maintenance.

- **Enterprise best interests:** meeting business needs that serve the majority of agencies and/or follow the Commonwealth's strategic direction
- **System effectiveness:** meeting existing and new business requirements
- **User friendliness and value:** weighing both ease of use and helpfulness of the solution
- **Best practices:** providing solutions that consistently show superior results and serve as benchmarks
- **Continuous improvement:** embracing a philosophy of always looking for ways to make processes and procedures better
- **Sustainability:** maintaining sufficient resources to sustain operations

- **Cost effectiveness:** ensuring the benefits received are equal to, or more than, the value of the resources used
- **Legislative impact:** ensuring compliance with regulations, new legislation, and other legislative considerations

C. KELMS Governance Committee (KGC)

KELMS governance is performed by the KELMS Governance Committee (KGC) comprised of enterprise-wide representatives. The KGC's specific roles, responsibilities, and processes are outlined in Appendix A: KELMS Governance Committee Charter.

D. Communication

GSC has the responsibility to maintain ongoing formal communications with the various workgroups, roles, and users of KELMS. This communication will be timely and appropriate to the community to whom it will be delivered. Communication regarding system updates, outages, and other general KELMS announcements will be posted on the GSC/KELMS website at <https://gsc.personnel.ky.gov/Pages/TrainingKELMS.aspx>

This formal communication is not intended to hinder the free flow of working-level information communication among KELMS administrators and users or agency management and employees for KELMS-related topics.

Governance communication will adhere to the following to ensure the success of governance communication:

- **Awareness:** Communication from governance will keep all stakeholders informed in order to help them understand and support KELMS.
- **Content:** Communication will be relevant, meaningful, and at an appropriate level of detail for the target audience.
- **Timeliness:** Information will be shared in a manner that allows stakeholders sufficient opportunity to process information and to take action.
- **Communication Flow:** To curb misinformation and rumors, official governance communication will flow through formal communication channels.
- **Format and Media:** All communication will be developed and delivered in a format that is efficient, understandable, and easily accessible. As much as possible, existing communication vehicles will be used.

E. Ownership and Administration

The KELMS Executive Sponsors are the Personnel Cabinet Secretary and Finance and Administration Cabinet Secretary. The Finance and Administration Cabinet holds the contract for the KELMS software, provided by SumTotal, on behalf of all state agencies.

GSC, in the Personnel Cabinet, is the administrator for KELMS.

System Administrator contact: Kathy.Hutcherson@ky.gov

F. Funding

The Commonwealth is providing the initial funding necessary for the FY 2015 and FY 2016 costs of KELMS implementation (including subscriptions). The ongoing cost for the next biennium is anticipated to be determined on a per subscription allocation during the 2016-18 Commonwealth budget development.

All state employees may have a subscription; subscriptions for non-state employee users will be paid by their sponsoring organizations. Each user in KELMS is counted as one subscription for subscription management and associated funding. The current KELMS 5 year contract is for a minimum of 30,000 subscriptions at \$7.27/subscription with the right reserved to purchase additional subscriptions at the same price.

G. Subscription Allocation and Management

Each agency participating in KELMS is responsible for the allocation and management of its KELMS subscriptions. The System Administrator is responsible for issuance and oversight of guidelines, standards, and procedures regarding the addition/removal/reassignment of users with subscriptions in KELMS. The Kentucky Human Resource Information System (KHRIS) will automatically identify and mark employees that have separated from state employment. Agencies that manually upload and input non-state employee users will be responsible for managing the active/inactive status.

H. System Requirements and Upgrades

1. System requirements are outlined in the system vendor (SumTotal) reference document: "SumTotal Learn Enterprise System Requirements." This document will be issued based on current technical system requirements by the system vendor (SumTotal). The System Administrator will publish and maintain the current KELMS System Requirements document on the GSC/KELMS website at <https://gsc.personnel.ky.gov/Pages/TrainingKELMS.aspx>
2. New product releases will be coordinated through the system vendor (SumTotal) and the System Administrator. The System Administrator shall plan and communicate with Commonwealth agencies for the implementation of new releases/upgrades.

I. Technical Support

1. KELMS utilizes the Employee ID as maintained in KHRIS as the primary authentication method (User ID) for system access. New employees will be automatically assigned through their initiation in KHRIS. Users without an Employee ID (such as contractors) will work with the KELMS administrators to establish login credentials.

Users that need to reset their password are to utilize the password assist feature in KELMS.

2. Users requiring assistance with KELMS should work through their agency Training Coordinator. The agency Training Coordinator will resolve or escalate the issue to the Domain Administrator. Issues beyond the Domain Administrator will be handled by one of the Designated Support Contacts (DSC) or escalated to SumTotal where a ticket will be logged.

3. Governance Review and Update

Governance standards, guidelines, procedures, and best practices will be reviewed yearly by GSC with suggestions forwarded to the KGC for consideration/approval. This review is to take place no later than one year from the previous issuance of the governance standards, guidelines, procedures, and best practices.

Throughout the course of the year, recommendations for revisions to standards, guidelines, procedures, and best practices may be made, if needed, by GSC and/or the KGC. Agency recommendations for revision should be sent to GSC which will facilitate the review and response from the KGC.

IV. Governance Standards and Procedures

A. Brand

The KELMS brand (home page layout) will be established and maintained by GSC. Domain Administrators have the ability for minor customization to their domain home page. Elements of the interface that can be customized by the Domain Administrator are the Custom News Section and the Catalog.

B. Roles and Responsibilities

Below are the standard roles that can be assigned in KELMS. If an agency requires an additional role, a request must be submitted through GSC for review/approval by the KGC. For a more complete definition of each role's responsibilities, see Appendix B.

- **System Administrator:** Has full permission to perform any function in the system
- **Designated Support Contact (DSC):** Assists agencies with technical issues and logs tickets with the SumTotal Help Desk
- **Domain Administrator:** Has authority to create courses and/or upload them, offers assistance to trouble shoot issues with users, and makes domain specific news page updates to the homepage
- **Training Coordinator:** Has authority to create classes, register employees for upcoming training, enter activities on a transcript, and offer assistance to trouble shoot issues with users
- **Instructor:** Serves as an assistant to the Training Coordinator in performing the above duties and may teach classes or conduct workshops

- **Publisher:** Publishes courses and knowledge documents and builds competency assessments
- **Manager:** Has assigned supervisory duties, can assign training requirements to the employees supervised, and approves training requests made by the same employees. By default, Managers can only see data for those users assigned as their subordinates
- **Learner:** Takes courses and classes

All KELMS users in these roles should familiarize themselves with this Governance document.

C. Assigning KELMS Roles

As detailed in Personnel Cabinet Procedure [PERS-040.001](#), access to KELMS may be provided upon electronic receipt of the Personnel Cabinet Systems [Network Access Request Form](#). This electronic copy will serve as the official record and must be sent from the designated Agency Security Contact's electronic mailbox. No one may submit a Personnel Cabinet Systems Network Access Request Form requesting access or an increase in authority for themselves. The roles of Learner and Manager are system generated through KHRIS and will not require submission of the access form. An employee cannot be assigned a role until they are trained as identified in Section II.C: Training for KELMS Roles.

D. Removing Administrator User Role

Upon receipt of the [Network Access Request Form](#), the System Administrator will review the following circumstances to request appropriate modification and/or revocation of access privileges if/when not controlled by the system itself. Agencies are responsible for submitting the Network Access Control Form for non-state employee users.

- When users transfer in or out of current position type (Domain Administrator, Training Coordinator, Instructor), modify or revoke privileges
- During a user's extended leave, and/or when deemed appropriate by the System Administrator, revoke access privileges
- Termination of user from the Commonwealth, revoke all access privileges

E. Training for KELMS Roles

Before being officially assigned to a KELMS role, an employee must complete the following required training:

System Administrator

- KELMS Basics of Navigation (CBT*)
- KELMS Manager Overview (CBT)
- KELMS Instructor Training (ILT**)
- KELMS Training Coordinator Training (ILT)

- KELMS Domain Administrator Training (ILT)
- KELMS System Administrator Training (SumTotal)

Designated Support Contact (DSC)

- On the job training

Domain Administrator

- KELMS Basics of Navigation (CBT)
- KELMS Manager Overview (CBT)
- KELMS Instructor Training (ILT)
- KELMS Training Coordinator Training (ILT)
- KELMS Domain Administrator Training (ILT)

Training Coordinator

- KELMS Basics of Navigation (CBT)
- KELMS Manager Overview (CBT)
- KELMS Instructor Training (ILT)
- KELMS Training Coordinator Training (ILT)

Instructor

- KELMS Basics of Navigation (CBT)
- KELMS Manager Overview (CBT)
- KELMS Instructor Training (ILT)

Manager

- KELMS Basics of Navigation (CBT)
- KELMS Manager Overview (CBT)
- Optional Advanced Manager Training (ILT)

Publisher

- KELMS Basics of Navigation (CBT)
- KELMS Basics of Publishing (CBT)

Learner

- KELMS Basics of Navigation (CBT)

GSC will include these classes in its yearly class offerings. GSC will update and maintain all training documentation for KELMS.

*Computer based training

**Instructor led training

F. Learning Activities Management

This section outlines the standards and guidelines for managing learning activities in KELMS.

1. KELMS Learning Activity Code Standard

This standard is to be adhered to for any course, class, and activity which is entered into KELMS. Any learning activity included in KELMS is required to have a Learning Activity Code in accordance with the following alpha numeric structure. It is composed of: Cabinet and Agency, Delivery Method, Category/Type, and Agency Code.

2. KELMS Code Standard Structure

Cabinet and Agency: 5 digit numeric as assigned by the Commonwealth's Finance and Administration Cabinet

- The cabinet identifier is the first two numbers
- The agency identifier is the last three numbers

Delivery Method: 3 alpha numeric characters according to the following codes

- CUR – Curriculum
- ILT - Instructor Led Training
- CBT - Online Training
- BLE - Blended Learning
- MTG - Meeting
- WEB - Webinar
- CON - Conference
- ACK - Acknowledgments
- OJT - On the Job Training
- QTA – Quiz/Test/Assessment

Category/Types: 3 alpha numeric characters according to the following codes

- HRS - Human Resources
- TEC - Technical Training
- ADM - Administrative
- PGD - Professional Growth and Development

Agency Code: Up to 244 alpha numeric characters as established by the agency for its discretionary and specific use

The table below provides a reference and example of the required KELMS Learning Activity Code Standard structure.

Reference and Example

Cabinet and Agency	Delivery Method	Common Category/Types	Agency Code
5 Digit Numeric	3 Alpha	3 Alpha	Up to 244 Alpha Numeric
Required	Required	Required	Required
57886	ILT	TEC	TCPDA1012015-02-26

3. Course Equivalency and Prerequisites

Course/class equivalency will be determined by the agency granting the credit. To determine if a course presented by another state agency will be approved as equivalent to the granting agency's course, the granting agency will request the course curriculum, content, description, and syllabus or any combination of the class documents from the target agency for review to determine if they meet the necessary established objectives for equivalency credit.

4. Learning Activity Creation Guidelines

Guidelines for the creation of learning activities are included in KELMS training documentation.

5. Agency Content Sharing Guidelines and Procedures

Content may be shared among agencies for review, reproduction, or assimilation into other courses. Agency sharing of content utilizing the Enterprise catalog must be submitted to the KGC for review/approval.

6. Training Approval

Approval of requests for training is at the discretion of each agency.

7. Guidelines and Standards for Third Party Content Purchases

The following guidelines shall be followed for any on-line content purchased from a licensed vendor approved by the Finance and Administration Cabinet:

- a. Verify that the content does not already exist in KELMS

- b. Verify that the third-party vendor is a licensed content provider approved to do business with the Commonwealth by the Kentucky Finance and Administration Cabinet
- c. Ensure all third-party content is packaged as [Aviation Industry CBT Committee \(AICC\)](#) or [Sharable Content Object Reference Model \(SCORM\) 2004](#)
- d. Ensure all third-party content is compliant with [section 508 in the Rehabilitation Act of 1973 \(29 U.S.C. 794d\)](#)

G. Acceptable Use

KELMS is owned by the Commonwealth of Kentucky and is provided to support the training functions of the Commonwealth. Federal, state, and local law and Kentucky policies and procedures govern the use of KELMS.

To assist the Commonwealth in maintaining compliance with applicable policy, procedures, and law, this section addresses important considerations in the use of KELMS.

1. Scope

Acceptable use of KELMS shall be adhered to by all cabinets, departments, and agencies, including employees, contractors, consultants, temporaries, volunteers, and other workers within state government.

2. Data Governance

- Agencies must receive the approval of GSC for use of KELMS prior to agency implementation
- Ownership of training content will be the responsibility of the creating agency, which includes accountability for the appropriateness, validity and legality as well as individual privacy protection of content.
- Stewardship and custodianship of data brought into or created within KELMS will be the responsibility of GSC as the primary administrator of KELMS

3. KELMS Use, Operations, and Security

- All users of KELMS must authenticate with unique user credentials. These credentials shall not be shared with others ([see CIO-072, UserID and Password Policy](#))
- All users of KELMS must adhere to [CIO-060, Internet and Electronic Mail Acceptable Use Policy](#)
- All users of KELMS shall use KELMS for approved Commonwealth training activities only
- GSC is not responsible for the accuracy, integrity, and/or legality of the content uploaded to KELMS by individual cabinets, departments, and agencies

4. User Management and Access

- All users of KELMS must access the system through a designated account
- The Domain Administrator(s) of the system shall:
 - disable access or remove users for inappropriate behavior
 - monitor course accounts and individual file upload volume and size, as appropriate
- The System Administrator, Domain Administrators, and Training Coordinators have the authority to remove content that is in violation of law or Commonwealth policies
- The Commonwealth is not responsible for content linked from KELMS to external web sites

H. Compliance and Enforcement

All cabinets, departments, and agencies shall adhere to the governance standards, guidelines, and procedures. If non-compliance is identified, the agency will conduct the designated corrective action/s and timelines as outlined by the KELMS administrative agency (GSC). When necessary, such noncompliance-related corrective actions and timelines may be reviewed and approved by the KGC. Violations of applicable federal, state, and/or local laws, regulations, and/or policies may result in suspension or termination of access to KELMS, as well as disciplinary action at the discretion of the agency. Violations of law may also be referred for criminal or civil prosecution.

GSC has the authority to remove or disable access to KELMS without notification in the event of law violation or systems compromise involving ‘Sensitive’ or Personally Identifiable Data (PID), as defined by the [Commonwealth’s Information Technology Standards Committee standard 4080 for Data Classification Standard](#) or the [Office of Management and Budget Federal Enterprise Architecture Framework \(FEAF2\) Category S01.001.001](#).

I. Records Management

All Kentucky state government public records need to be retained for the respective retention period approved for them by the State Archives and Records Commission. These retention periods are found on the [General Schedule for State Agencies](#), the [General Schedule for Electronic and Related Records](#), and [the Personnel Cabinet Records Retention Schedules](#). For more information about records management, visit the Kentucky Department for Libraries and Archives [Government Records Management](#) web site.

Official employee records are maintained by the Personnel Cabinet and KELMS is not considered the system of record. KELMS is the official system of record for

learning activities. When employees separate from the Commonwealth, their historical learning activity records will be maintained by the Commonwealth.

J. Records Input

Records input will be a joint responsibility of the individual Learners, their Managers, the course Instructor, and the Training Coordinator.

K. Data Quality and Correction Management

Ultimate responsibility is upon the employees to ensure that KELMS accurately reflects their training records. Employees that notice discrepancies in their training records should correct the errors themselves, if possible, or work with their agency Instructor or Training Coordinator to get their records corrected.

L. Other Legislation, Regulatory, and Administrative Policies

Agencies may have other legislative mandates, administrative policies, or regulations that impact the operations of KELMS. It is the agency's responsibility to develop, communicate, and ensure adherence to these mandates, policies, or regulations in their specific operations of KELMS.

V. References

- [Commonwealth CIO Policies](#)
- [Data Classification Standard](#)
- [Kentucky Employee Handbook](#)
- [Commonwealth Records Retention Schedule](#)
- [KELMS Home Page](#)

VI. Appendix A: KELMS Governance Committee Charter

A. Purpose

The purpose of the Kentucky Enterprise Learning Management System (KELMS) Governance Committee (KGC) is to provide leadership, guidance, and decision making on major issues affecting the implementation and ongoing functionality of KELMS within Kentucky state government.

The Governmental Services Center (GSC) will provide a forum for the discussion and sharing of information in order to review, update, prioritize, and/or create statewide training and/or learning management services, guidelines, processes, and best practices so as to provide the best possible services to the agencies and employees of the Commonwealth of Kentucky.

B. Goals and Objectives

- Provide leadership for state training resources through the alignment of customer agency objectives and activities with enterprise objectives and processes
- Support enterprise learning management initiatives by representing customer agencies' perspectives, providing resources when necessary, championing the outcome and advocating for success
- Recommend priorities and identify opportunities for service improvements
- Commit to open communication and collaboration between agencies and the KGC
- Provide a forum to discuss and brainstorm future strategic opportunities and ideas regarding KELMS system improvements
- Serve as a forum to raise critical issues and seek their resolution
- Provide communication and guidance to the agencies and institutions on training issues
- Provide cross-agency staff assistance on additional activities as needed
- Make appropriate training related decisions and/or recommendations that impact KELMS

C. Guiding Principles for KGC Members

- Act with integrity
- Participate actively in meetings and related activities
- Hold each other accountable
- Encourage respectful debate, broad participation and collaboration
- Promote and support innovation
- Be open and honest
- Balance agency perspective with the needs of the enterprise

- Recognize that silence infers consent
- Agreement reached through member consensus
- Provide an opportunity for inter-agency transparency and encourage collaboration related to training
- Communicate information back to their respective agencies and partner agencies, as well as contribute to decision-making and resolution

D. KGC Membership

The GSC Executive Director will serve as facilitator for the KGC.

The GSC Executive Director will nominate/recommend one (1) person for appointment by each of the following agency heads to serve as the agency representative on the KGC. This representative should have authority for training related issues, concerns, opportunities, and process improvement ideas on behalf of his or her agency.

- Cabinet for Economic Development
- Cabinet for Health and Family Services
- Commonwealth Office of Technology
- Education and Workforce Development Cabinet
- Energy and Environment Cabinet
- Finance and Administration Cabinet
- General Government Cabinet
- Justice and Public Safety Cabinet
- Labor Cabinet
- Personnel Cabinet
- Public Protection Cabinet
- Tourism, Arts and Heritage Cabinet
- Transportation Cabinet
- Kentucky Retirement System
- Legislative Research Commission

GSC will provide administrative support for the KGC, including agenda and meeting minutes preparation, as well as yearly reviews/updates to the Charter.

Committee members may send a pre-named delegate in their place in the event that they are not available to attend a scheduled meeting.

Vacancies that occur during the year will be filled from the same agency as soon as possible by the KGC facilitator.

E. KELMS Change Requests

Configuration changes at the AGENCY LEVEL can be requested by submission to the appropriate Domain Administrator within the submitter's agency. This submission should include a comprehensive description of the change/modification, business need, and KELMS impact assessment. Each agency will establish a change management process to approve and enact agency-level configuration change requests.

Requests to modify the functionality of KELMS at an ENTERPRISE LEVEL should be submitted to the KGC facilitator through the Domain Administrator for the submitter's agency. This submission should include a comprehensive description of the change/modification, business need, and KELMS impact assessment. The request will be considered by the KGC at the earliest opportunity and either approved, denied, or delayed to gather more information. The KGC facilitator will notify approval to all Domain Administrators and denial to the requesting Domain Administrator.

F. Decision Making Method and Timeframes

Through committee discussion and training services advice/consultation for decision-making, the KGC will determine whether issues/changes for decision-making are within the scope of their authority or require Personnel Cabinet or legislative action. (Decisions requiring Personnel or legislative action will typically be those that may have fiscal impact, state-wide labor implications, and/or significant enterprise-wide business process change.)

Action may include delegating oversight/decision-making back to GSC.

Consideration will be given to the Guiding Principles in section I.B of this document.

Decisions within the scope of the KGC will be determined by consensus of those participating, using the following process:

- Discussion and decision-making within the meeting agenda timeframe
- Information sharing, with each representative communicating the decision-points within their agency and partner agencies, gathering feedback and recommendations and bringing to the next scheduled meeting or sending feedback/recommendations to designated issue manager by a defined due date
- When Personnel Cabinet decisions are required, the KGC will define the issue/change and make recommendations for action(s) to the KGC Facilitator. The KGC Facilitator will communicate the issue/change with recommended options to the Personnel Cabinet Secretary or their

designee. If the issue/change requires a presentation, the presentation will include the complexity of the issue/change and describe the potential consequences (positive or negative) of recommended options

- KELMS Executive Sponsors (Personnel Cabinet Secretary and Finance and Administration Cabinet Secretary) will have final authority over actions that are not within the KGC authority or cannot be resolved
- Timeframes for decision-making will be determined on a case-by-case basis, dependent upon the urgency and complexity of the issue/change to be addressed
- The KGC will meet not less than quarterly on a schedule determined at the first meeting of the year. Meetings may be cancelled and notification made through email at least (2) two working days in advance if there are no agenda items identified for discussion/decision-making
- Agendas will be distributed through email at least (2) two working days in advance of the meeting and members will be encouraged to identify agenda items for group discussion/resolution for inclusion
- Meeting minutes (summary of action items) will be distributed within (5) five working days of each meeting
- This Charter shall be reviewed during the month of January in each calendar year for suggested changes. Changes will be approved by consensus of the members attending the January KGC meeting
- Changes deemed necessary during the calendar year can be presented at the next scheduled KGC meeting for consideration

VII. Appendix B: KELMS System Roles and Responsibilities

Old Role	KELMS Default Role	Description
Pathlore System Administrator	System Administrator	<p>This role has full permission to perform any function in the system and can create, manage, and configure all components that the system tracks. This includes the ability to manage training skills, users, domains, organizations, jobs, and resources that make up the learning management system.</p> <ul style="list-style-type: none"> ✓ Create case triage issues ✓ Demonstrate problem back to support tech and engage with technical terms with support tech. ✓ Perform administrative tasks within the Domain. ✓ Be the go-to person to answer and validate their users queries ✓ Raise support tickets with SumTotal to solve their product related issues ✓ Understand our maintenance related activities and monitor our notifications to know our scheduled activities ✓ Respond to SumTotal case surveys ✓ Partner with SumTotal account manager on additional training requirements or billable activities <p>This role has Author rights in Advanced Reporting. Once certified, this role can create Custom Reports through Jaspersoft.</p>
Pathlore Sys. Admin	Designated Support Contact (DSC)	<p>This role is a named contact who is given access to SumTotal's Technical Support Team and Case Management System through the online support portal to view online documentation, recorded learning sessions, report support incidents, and log tickets with the SumTotal Help Desk. This role has default employee permissions and is the overarching support individual who understands the KELMS System and its nuisances. This role needs to know the product from the functional perspective.</p>

Old Role	KELMS Default Role	Description
	Domain Administrator	<p>This role is inward focused on the department/agency needs and may be the one to create the courses and/or upload them, offer assistance to trouble shoot issues with users, and make domain specific news page updates to the home page.</p> <p>These individuals have access to the SumTotal web page portal to participate in SumTotal's Community activity as well as SumTotal's online training. For issues beyond what the Domain administrator can resolve, questions will be directed to the DSC.</p> <p>This role has default employee permissions and can create, manage, and configure all components specific to that domain and its sub domains. This role will not be able to manage supplemental data and global settings of the application. This role has author rights in Advanced Reporting. Once certified, this role can create Custom Reports through Jaspersoft.</p>
<ul style="list-style-type: none"> ○ GSC Liaison ○ Training Team Lead ○ TTL 	Training Coordinator	<p>This role has default employee permissions plus additional administrator permissions such as the ability to:</p> <ul style="list-style-type: none"> ✓ Create new users (can add and edit but not delete users) ✓ Build the course catalog ✓ Schedule events ✓ Manage rosters ✓ Enroll anyone into classes ✓ Publish courses ✓ Manage supplemental data such as vendors, locations, and equipment. ✓ View and run Advanced User Reports
<ul style="list-style-type: none"> ○ Sub Admin ○ Training Coordinator ○ Administrator ○ Trainer ○ Instructors 	Instructor	<p>This role is a user who can teach classes or conduct workshops. Instructors are most often associated with instructor-led classes or virtual classes.</p> <p>This role has learner permissions plus the ability to:</p> <ul style="list-style-type: none"> ✓ Create an offering from an event ✓ Register others for courses ✓ Fully manage rosters ✓ Approve training requests ✓ View Evaluations ✓ View and run Advanced User Reports

Old Role	KELMS Default Role	Description
	Manager	<p>This role has default employee permissions plus the ability to:</p> <ul style="list-style-type: none"> ✓ View direct reports ✓ Register themselves and others into course ✓ View, add, edit, and delete knowledge documents ✓ Manage the learning of others <p>If you manage one or more users in Enterprise Learning, you have access to Manager mode. Manager mode provides information about training and performance management of the users that you can access. If you have the requisite permissions, you can assign training to your direct reports. Additionally, you can perform tasks on behalf of your managed users, usually direct reports, such as recording self-reported training and handling training approval requests. You can work with an entire workgroup or the individuals in a workgroup.</p>
	Publisher	<p>This role has default employee permissions plus ability to:</p> <ul style="list-style-type: none"> ✓ Publish courses and knowledge documents ✓ Organize categories ✓ Manage collaboration centers ✓ Build competency assessments ✓ Publish courses ✓ Build agendas
	Learner	<p>This role has default employee permissions:</p> <ul style="list-style-type: none"> ✓ Participate in their assessment ✓ Manage their profile ✓ Register for courses ✓ View knowledge documents ✓ Print transcript ✓ Search for training

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